

ABSTRACT OF THE DISCLOSURE

Methods and apparatus for performing diagnostics and gathering statistics in computer supported telephony applications includes a control interface for CSTA protocols which utilizes ActiveX property pages to collect and display statistics and diagnostics. According to the preferred embodiment, Active X properties, methods, events, and pages are used to access all of the events and services provided by the CSTA protocols. Common paradigms such as Invoke_ID and timers are built in to the interface.